A Roadmap for the Adoption of Government E-payments in Kenya

Analogous to the Motorists roadmap that shows the roads, directions and distances to a destination of a given region [1]. A roadmap in this context is a detailed guideline that answers the “why-what-how” questions and lay out the required actions, the “to-do's.” towards adoption of e-payments in the government of Kenya. For Over a decade, the government of Kenya grappled with the idea of implementing a national payment gateway through which all payments for government services, levies, duties, and fines were to be electronically made. For a long period industry players and policy makers in government had unsuccessfullly developed varied strategies of achieving a cashless government payment system. These efforts have failed to yield due to lack of a comprehensive roadmap that addressed pertinent issues that had to be dealt with for e-payments in government to be fully adopted.

This research was done by conducting a survey study on the government of Kenya on the adoption of e-payments.
A random sample of the research population was drawn from ICT and Finance employees of 262 state corporations, 19 Ministries, and 47 counties to which a questionnaire was administered to gain an understanding and information on why there had been low uptake of e-payments in the government of Kenya. The data collected was analyzed quantitatively and qualitatively using descriptive statistical techniques. The results from this analysis have been used to propose a roadmap for the adoption of e-payments in the government of Kenya and any other similar setting.

References

Available at: https://www.pmi.org/~/media


Index Terms
Computer Science
Information Sciences
Keywords

Adoption, Roadmap, Change management, e-Payments, e-government, Adoption, Stakeholder engagement, information security